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Space Administration

John C. Stennis Space Center
Stennis Space Center, MS
39529-6000

SSTD-8070-0008-CONFIG Rev. B
SEPTEMBER 2016

COMPLIANCE IS MANDATORY

John C. Stennis Space Center Discrepancy & Correction Report

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Date

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Document History Log

Status/ Change/ Revision	Change Date	Originator/Phone	Description
Basic	01/07/09	Ralph Gonzalez, x82101	Initial release; supersedes SSC-STD-99-021.
A	11.2.2011	Ralph Gonzalez, x82101	Completed 5-year review. Updated formatting in Sections 1 and 6.
A-1	02.11.2016	R. Carol Wolfram 8-1164	Administrative change. Replaced “FOSC” with “SACOM” throughout document.
B	09.26.2016	Donna Dubuisson, X81167	Five-year review. Updated cover sheet to reflect approval by NASA SSC Safety & Mission Assurance; and concurrence by NASA SSC Engineering & Test Directorate and NASA SSC Center Operations Design and Construction Project Management Division. Administrative changes throughout document. Updated acronyms and references. Document History Log: Updated responsible SMA delegate to Donna Dubuisson. 2.0 Applicability: Added “b. Test Complex operations shall continue to use Problem Reports per SOI-8080-0027, <i>Engineering and Test Directorate (E&TD) Operations Work Control</i> , rather than Discrepancy and Correction Reports.”

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1.0 PURPOSE

This John C. Stennis Space Center (SSC) standard (SSTD) specifies the requirements for documentation and disposition of nonconforming products under control of the SSC Synergy Achieving Consolidated Operations and Maintenance (SACOM). The basic set of requirements is delineated in SPR 8730.1, *Control of Nonconforming Product*.

2.0 APPLICABILITY

- a. This SSC Standard applies to nonconforming hardware and materials in SSC facilities under control of the SSC SACOM.
- b. Test Complex operations shall continue to use Problem Reports (PRs) per SOI-8080-0027, *Engineering and Test Directorate (E&TD) Operations Work Control*, rather than Discrepancy and Correction Reports (D&CRs).

3.0 REFERENCES

The latest version of referenced documents shall apply unless otherwise specified.

Form SSC-339, *Discrepancy and Correction Report*
Form SSC-339a, *Discrepancy and Correction Report Continuation Sheet*
SOI-8080-0027, *E&TD Operations Work Control*
SPR 1440.1, *Records Management Program Requirements*
SPR 8730.1, *Control of Nonconforming Product*
SSTD-8070-0005-CONFIG, *Preparation, Review, Approval, and Release of SSC Standards*

4.0 RESPONSIBILITIES

4.1 General

- a. Users of this SSTD shall comply with its requirements, ensure use of the correct version of this SSTD and the documents it references, and inform the appropriate organization of needed changes in accordance with SSTD-8070-0005-CONFIG.
- b. Responsibilities for the use and control of this SSTD and for the review and approval of revisions or cancellation of this SSTD shall be as specified in SSTD-8070-0005-CONFIG and the applicable documents referenced therein.

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4.2 NASA Safety And Mission Assurance Manager

The NASA Safety and Mission Assurance (S&MA) Manager shall be responsible for interpretation and audit to ensure contractor compliance with this SSTD and with SPR 8730.1, *Control of Nonconforming Product*.

4.3 SACOM Quality Assurance Personnel

SACOM Quality Assurance (QA) personnel shall be ultimately responsible for:

- a. Preparing internal procedures for processing the Discrepancy and Correction Report (D&CR) Form SSC-339; and Discrepancy and Correction Report Continuation Sheet, Form SSC-339a.
- b. Documenting, maintaining, and controlling D&CR records (including logbook and database entry) applicable to their organization.
- c. Accounting for the sequence of numbered D&CRs obtained from the warehouse.
- d. Ensuring that all changes and corrections to D&CRs receive proper QA concurrence in accordance with this SSTD.
- e. Conducting D&CR audits to ensure compliance with this standard and to ensure the accurate status of all D&CRs is maintained.

4.4 D&CR Originator

- a. Any person who discovers a discrepancy in articles, materials, components, or systems shall be responsible for initiating a D&CR.
- b. The originator shall obtain a D&CR form from the SACOM QA organization, enter all required information, and coordinate all D&CR activities through the appropriate QA organization.

4.5 Warehouse Inventory Control Personnel

The warehouse inventory control organization shall be responsible for controlling distribution of all D&CR forms and for maintaining an account of the serial number sequence of all D&CR forms.

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5.0 PROCEDURES

Nonconformances shall be processed by means of the D&CR in accordance with this SSTD and adhere to the requirements of SPR 8730.1, *Control of Nonconforming Product*.

5.1 Nonconformance Documentation

- a. Refer to SPR 8730.1 for basic documentation requirements.
- b. Form SSC-339 shall be utilized for documentation, disposition, and corrective action of nonconformances. See Attachment A for example of Form SSC-339.
- c. All entries shall be made with black or blue ink and be printed and legible.
- d. Each Form SSC-339 shall have a preprinted, unique and traceable serialized number.
- e. The serial number shall serve as the D&CR number for purposes of documentation.
- f. When a nonconformance is initiated, the D&CR number shall be referenced on the work authorizing document that is involved in the discrepancy to ensure traceability will be maintained in both directions.
- g. Form SSC-339a shall be utilized for documentation, disposition, and corrective action of nonconformances when additional space is required beyond the single page Form SSC-339. See Attachment B for example of Form SSC-339a.
- h. If Form SSC-339a, Discrepancy and Correction Report Continuation Sheet, is used, the number from Form SSC-339 shall be manually entered on Form SSC-339a.
- i. All blocks that document the nonconformance, Blocks 2 through 20, on Form SSC-339 must be completed accurately and entirely, since the information will be entered into the computer database. Non-applicable blocks shall be marked "N/A".
- j. The white (top) Quality Assurance Closeout Copy is the official copy and requires original signatures and stamp impressions. The white copy shall be used for final QA closeout.
- k. As a physical means of tracking D&CRs, the QA representative shall document all issued D&CRs in a logbook and include:
 1. Name of the nonconforming component
 2. D&CR initiation date
 3. Charge/work-controlling number
 4. Brief description of the discrepancy
 5. D&CR originator
 6. Actual D&CR closeout date

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- l. QA representative concurrence is required to ensure nonconformance is documented accurately and entirely.
- m. Every Form SSC-339 is serialized and therefore accountable. They shall not be destroyed under any circumstances.

5.2 Nonconformance Disposition

- a. Refer to SPR 8730.1 for basic disposition requirements.
- b. Responsible operations personnel or an engineering representative will make a clear and concise disposition for the nonconformance referencing the standard, instruction, specification, or procedure that is applicable for each activity/function to correct the discrepancy.
- c. The disposition should provide a step-by-step instruction which allows operations and surveillance personnel to indicate current status through applying signature or stamp impressions in buy point columns.
- d. The QA representative shall annotate the type of disposition on the D&CR.
- e. Dispositions that require Material Review Board (MRB) action shall undergo approval by MRB engineering representative, MRB QA representative, and MRB Government Inspection Agency (GIA) representative. Refer to SPR 8730.1 for basic MRB requirements.
- f. The disposition originator, QA representative, and GIA representative shall concur with the disposition prior to work initiation.

5.3 Disposition Compliance / Stamp Warranty

- a. The operations representative shall stamp and date the SHOP column adjacent to the work step upon completion of the step.
- b. The QA representative shall stamp and date the QA column adjacent to the work step upon completion of the step. QA stamp is required on steps annotated by the QA or QA Engineering representative.
- c. The GIA representative shall stamp and date the GIA column adjacent to the work step upon completion of the step. GIA stamp is required on steps marked for surveillance by the GIA representative.

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- d. Work steps shall be stamped only by the person performing the work. Personnel stamping a work step have warranted that the task performed literally as stated and that they have fulfilled all requirements listed in any referenced documents.
- e. If the work step references another document, such as a SSTD, drawing, specification or preapproved procedure, the referenced document shall be reviewed and understood completely by Shop and/or QA personnel prior to commencing work.

5.4 Corrective Action

- a. The operations or engineering representative will document the specific or most probable cause of product failure and address the preventive actions implemented to preclude recurrence of the nonconformance.
- b. Corrective action and disposition completion shall be verified and accepted by the Shop representative and QA representative.
- c. Corrective actions that the QA representative considers to be unacceptable shall be rejected. The D&CR will not be closed out until QA has accepted the corrective action.

5.5 Closeout

- a. The cause of the failure will be annotated on the D&CR by the QA representative.
- b. The QA representative will approve the D&CR upon acceptance of disposition and corrective action. For nonconformances that were submitted to the Material Review Board, the MRB QA representative shall approve the D&CR in lieu of the QA representative.
- c. Closed D&CRs are quality records and shall be managed per the requirements of SPR 1440.1, *Records Management Program Requirements*.

5.6 Additional Requirements

5.6.1 Subsequent Nonconformances

Additional nonconformances that are generated while addressing a documented nonconformance shall be the responsibility of the contractor that caused the additional nonconformance. In this instance, the contractor must prepare a D&CR and provide a disposition and corrective action.

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5.6.2 *Nonconformances Beyond the Contractor's Scope of Work*

- a. When a D&CR is initiated to describe a nonconformance observed during work activities and the disposition/corrective action to be taken is beyond the scope or custodial responsibility for the job being performed, it shall be coordinated with the appropriate agency or contractor QA organization for discrepancy awareness, acceptance, and subsequent correction.
- b. The accepting QA organization shall initiate the appropriate discrepancy report identifying the nonconformance.
- c. The discrepancy report serial number shall be recorded on the original D&CR to indicate discrepancy disposition and corrective action responsibility transfer and allow close out of the original D&CR.

5.6.3 *Voiding a D&CR*

- a. A D&CR which has been determined to be invalid may only be voided after initiation and prior to disposition. If a disposition has been approved, the D&CR cannot be voided and shall proceed through the disposition process.
- b. To void a D&CR, a QA representative shall print "VOID" on the form along with a supporting rationale for voiding the D&CR.
- c. The QA shall sign and date this rationale.
- d. The QA representative shall denote the voided D&CR in the logbook and in the database.

5.6.4 *Changes / Corrections*

- a. Revisions and corrections may be made on the Disposition and Corrective Action blocks of the D&CR as follows:
 1. The revision or correction may be made by the disposition or corrective action originator, supervisor, or QA representative. The originator or supervisor concurrence is required.
 2. A single line shall be drawn through any erroneous/incorrect entries and corrected information added.
 3. Corrected steps or additional steps shall be entered in appropriate location to ensure the work step is clear and concise.

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4. All changes will be coordinated with the area QA representative. QA representative concurrence is required.
- b. Corrections may be made on the Nonconformance blocks 2 through 19 of the D&CR as follows:
 1. The correction may be made by the nonconformance originator, supervisor, or QA representative. The originator or supervisor concurrence is required.
 2. A single line shall be drawn through any erroneous/incorrect entries and corrected information added.
 3. QA representative concurrence is required.

6.0 RECORDS AND FORMS

- a. Records and forms required by the procedures of this SSTD shall be maintained in accordance with SPR 1440.1.
- b. All records and forms are assumed to be the latest version unless otherwise indicated. Quality Records are identified in the SSC Master Records Index.
- c. Forms may be obtained from the NASA SSC Forms Management Officer or from the SSC Electronic Forms repository.
- d. Forms used in this SSTD are:

Form SSC-339 Discrepancy & Correction Report
(Attachment A)

Form SSC-339a Discrepancy and Correction Report Continuation Sheet
(Attachment B)

7.0 DEFINITIONS

Nonconformance – Non-fulfillment of a specified requirement that has been established by specifications, drawings, standards, procedures, or other technical requirements.

Correction – The disposition of the nonconformance using the applicable standard, instruction, specification, or procedure to correct the discrepancy.

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Corrective Action – Changes to processes, work instructions, workmanship practices, training, inspections, tests, procedures, specifications, drawings, tools, equipment, facilities, resources or material that result in preventing, minimizing, or eliminating nonconformances.


Quality Records – A subset of records that provide objective evidence of the extent to which the requirements for quality are fulfilled or provide evidence of the effectiveness of quality management system elements.

8.0 ACRONYMS AND ABBREVIATIONS

D&CR	Discrepancy and Correction Report
E&TD	Engineering and Test Directorate
GIA	Government Inspection Agency
MRB	Material Review Board
NASA	National Aeronautics and Space Administration
PR	Problem Report
QA	Quality Assurance
S&MA	Safety and Mission Assurance
SACOM	Synergy-Achieving Consolidated Operations and Maintenance
SOI	Stennis Organizational Instruction
SPR	Stennis Procedural Requirement
SSC	John C. Stennis Space Center
SSTD	John C. Stennis Space Center Standard

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ATTACHMENT A: DISCREPANCY & CORRECTION REPORT (FORM SSC-339)

 National Aeronautics and Space Administration John C. Stennis Space Center Stennis Space Center, MS 39529-6000		DISCREPANCY AND CORRECTION REPORT (IMPLEMENTED BY SSC-STD-99-021) (Press firmly—all copies must be legible)				16858 (Serial Number)				
2. SWR NUMBER		3. PROCESS PLAN NUMBER		4. DATE	5. AREA	6. SYSTEM NAME	7. QUANTITY	8. QUAN. REJ.	9. CALIB./TEST DUE DATE	
10. PART NAME		11. PART NUMBER (SSC/SCD)		12. LOCATOR NUMBER		13. _____				
13. MANUFACTURER		14. PART NUMBER (MFG.)		15. SERIAL NUMBER		16. _____				
15. DWG./SPEC. NUMBER AND REVISION		17. END ITEM NUMBER		18. _____						
19. OBSERVED/FAILED DURING		20. ASSEMBLY		21. SAMPLE ANALYSIS		22. INSTALLATION				
<input type="checkbox"/> OPERATION <input type="checkbox"/> RECEIVING <input type="checkbox"/> DISASSEMBLY		<input type="checkbox"/> FABRICATION <input type="checkbox"/> MAINTENANCE <input type="checkbox"/> CALIBRATION		<input type="checkbox"/> TEST <input type="checkbox"/> FINAL BUY <input type="checkbox"/> OTHER		<input type="checkbox"/> UNKNOWN <input type="checkbox"/> TOLERANCE				
23. ORIGINATOR'S SIGNATURE/DATE		24. QA REPRESENTATIVE'S SIGNATURE/DATE								
25. FAILURE CAUSE		26. IMPROPER ASSEMBLY		27. CONTAMINATION		28. DISPOSITION		29. SHOP	30. QA	31. GIA
<input type="checkbox"/> MFG. DEFECT <input type="checkbox"/> HUMAN ERROR <input type="checkbox"/> OTHER		<input type="checkbox"/> IMPROPER MAINTENANCE <input type="checkbox"/> INCORRECT PROCEDURE		<input type="checkbox"/> UNKNOWN <input type="checkbox"/> TOLERANCE						
24. DISPOSITION		25. MRB		26. SCRAP		27. INFO		28. REWORK		
<input type="checkbox"/> MRB <input type="checkbox"/> REPAIR		<input type="checkbox"/> USE AS IS <input type="checkbox"/> RTV		<input type="checkbox"/> RTR <input type="checkbox"/> RTR						
25. ENGINEERING CHANGE REQUIRED		26. YES		27. NO						
<input type="checkbox"/> PROC. INSTR. NO		<input type="checkbox"/> DRAWING NO								
26. CONSTRAINT		27. YES		28. NO						
27. RESPONSIBLE FOR CORRECTIVE ACTION										
28. CA COMPLETE—SHOP REPRESENTATIVE'S SIGNATURE/DATE										
29. CA COMPLETE—QA REPRESENTATIVE'S SIGNATURE/DATE										
30. MATERIAL REVIEW BOARD (MRB)		31. CORRECTIVE ACTION (CA)								
31. ENGINEERING REPRESENTATIVE'S SIGNATURE/DATE										
32. QA REPRESENTATIVE'S SIGNATURE/DATE										
33. QA REPRESENTATIVE'S SIGNATURE/DATE										
34. RETURN TO MRB WHEN CA COMPLETE		35. YES		36. NO						
35. QA REPRESENTATIVE'S SIGNATURE/REVIEW DATE										
36. MRB ACCEPTANCE		37. QA REP. STAMP/DATE (Close out)								

SSC-339 (05/2003)

WHITE—QUALITY ASSURANCE CLOSEOUT COPY


YELLOW—RETAIN WITH WORK REQUEST FOLDER

PINK—WORK CONTROL COPY

GREEN—INITIAL QUALITY ASSURANCE COPY

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ATTACHMENT B: DISCREPANCY & CORRECTION REPORT CONTINUATION SHEET (FORM SSC-339a)

 National Aeronautics and Space Administration John C. Stennis Space Center Stennis Space Center, MS 39529-5000		DISCREPANCY AND CORRECTION REPORT CONTINUATION SHEET <i>(Press firmly—all copies must be legible)</i>		
1. D&CR NUMBER (SERIAL NUMBER)		2. SWR NUMBER		3. PROCESS PLAN NUMBER
19. NONCONFORMANCE NUMBER (CONTINUED)		20. ORIGINATOR'S SIGNATURE/DATE		Page ____ of ____
22. DISPOSITION (CONTINUED)		Page ____ of ____	34. SHOP	36. QA
22a. CORRECTIVE ACTION (CONTINUED)				

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YELLOW—RETAIN WITH WORK REQUEST FOLDER

PINK—WORK CONTROL COPY

GOLDENROD—INITIAL QA COPY